Helping Students Transition to Canvas:
A How-To Guide for Faculty

Created by the Center for Teaching & Learning (CTL)

Many instructors wonder how they can support their students' transition to Canvas. This guide outlines several resources and supports available to students and describes how instructors can integrate support information into their courses in Canvas.

Introduction to Canvas for Students Module

➢ **The CTL made a student-facing Canvas orientation module available in Canvas Commons**

 ❖ The Introduction to Canvas for Students module highlights common tasks students may need to complete

 ❖ Instructors can easily insert this module into their courses as a pre-course assignment or optional resource

 ▪ To access the module, navigate to **Commons** in the Global Navigation menu

 ▪ Select the **Filter** button in the upper right corner

 ▪ Scroll down to the **Shared with** section and select **Jefferson**

 ▪ Click on the Introduction to Canvas for Students module

 ▪ Select the blue **Import/Download** button and follow the prompts to import the module into the appropriate courses

For a walk-through with step-by-step screenshots, see the How do I import and view a Commons resource in Canvas? Guide.

24/7 Technical Support from Canvas

➢ **Jefferson contracted for 24/7 live agent support for all Jefferson community members**

 ❖ Students can receive real-time assistance from a Canvas representative by phone or online using a live chat

 ▪ To access the hotline phone number and live chat, students should click the **Help** menu item located at the bottom of the Global Navigation menu

 ▪ Be advised that Canvas support professionals cannot reset Jefferson passwords or add students to courses, but they can direct students to the appropriate contacts on campus for these issues

For more information, see the How do I get help with Canvas as a student? Guide.

Email: EdTech.Support@lists.jefferson.edu | **Phone:** 215-503-2830 | **Website:** Jefferson.edu/CTL

Canvas Help Menu

➢ **Other self-support resources are also available through the Help menu item**

❖ In addition to the support hotline and live agent chat, the **Help** menu includes links to student-specific documentation in the Canvas Guides

▪ Students can use **the Search the Canvas Guides** button to access the Guides front page

Students can also access the complete listing of Canvas Student Guides and the student-facing Video Guides through these links.

Templates that integrate support information

➢ **Instructional Designers at the CTL can work with instructors, departments, and programs to create home page, Assignment, Discussion, and Quiz templates that include links to support resources for students, putting just-in-time support at their fingertips**

❖ Please contact the CTL if you would like to see examples or discuss incorporating support into your course design with an Instructional Designer

Canvas Help

➢ **Call the Canvas Help Desk: (267) 666-6253**

➢ **Chat live with Canvas support: cases.canvaslms.com/liveagentchat**

➢ **Visit Jefferson's Canvas website: canvas.jefferson.edu**

➢ **Reach out to campus-specific support**

❖ Center City: Contact the CTL's Educational Technologies team at EdTech.Support@lists.jefferson.edu or call (215) 503-2830 [Mondays-Fridays, 8am-6pm]

❖ East Falls: Contact the East Falls Help Desk at HelpDesk@philau.edu or call (215) 951-4648 [Hours available on their website]